VoteCal Discovery Sessions
February 9 – March 11, 2010
Travel Logistics

Discovery Session County Participants: Michele Wales (Alameda), Candy Lopez (Contra Costa), Juan Witrago (Fresno), Ray Ching (Los Angeles), Michael Petrucello (Los Angeles), Melvin Briones (Marin), Tony Aquilino (Marin), Justin Berardino (Orange), Doug Kinzle (Riverside), Roberta Kanelos (Sacramento), Charlie Wallis (San Diego), Joe Le (Santa Clara), Lindsey McWilliams (Solano), Aaron Rosa (Stanislaus)

Discovery Session EMS Vendor Participants: John Medcalf (VOTEC), Tom Nolan (VOTEC), Ross Underwood (ES&S), Bruce Krochman (DFM Associates)

VoteCal Discovery Sessions

These sessions will allow you to become an active participant in designing how the VoteCal System will work. We will discuss voter registration from both a business process and technical perspective. We will validate how you currently conduct voter registration, and ask for your feedback in how VoteCal (and your county EMS) should support those tasks.

Tues – Thurs, **Feb 9-11**, 9 a.m. – 4:30 p.m. daily
Tues – Thurs, **Feb 16-18**, 9 a.m. – 4:30 p.m. daily
Tues – Thurs, **Feb 23-25**, 9 a.m. – 4:30 p.m. daily
Tues – Thurs, **Mar 2-4**, 9 a.m. – 4:30 p.m. daily
Tues – Thurs, **Mar 9-11**, 9 a.m. – 4:30 p.m. daily

Sessions to be held at:
Sacramento County Elections Office
7000 65th St., Sacramento, CA 95823
(916) 875-6060 – Jill LaVine, Registrar
Check-in at the front counter, to be directed to training room

Air: Sacramento International Airport (SMF) is serviced by the following airlines: Alaska Airlines, American Airlines, Continental Airlines, Delta Air Lines, Frontier Airlines, Hawaiian Airlines, Horizon Air, JetBlue Airways, Northwest Airlines, Southwest Airlines, United Airlines, US Airways

Car: Mileage will be reimbursed at a rate of $.50 per mile from county offices (or traveler's home). If using a rental car*, the daily fees and gas expenses are reimbursed, but mileage is not. Parking will be available at the Sacramento County facilities.

Hotel: A $50/night rate has been negotiated with the TownePlace Suites near CalExpo (1784 Tribute Rd, Sacramento, CA 95815). To make your reservations** contact 1-866-836-6097 or www.marriott.com/hotels/travel/saccx-towneplace-suites-sacramento-cal-expo/. This hotel is approximately 10 miles/15 minutes from where we will hold the sessions, but is close to restaurants and shopping. If you do not use this hotel, please make your reservation at the State rate; the reimbursement rate is a maximum of $84/night (excluding taxes) in Sacramento. Do not select a pre-pay option, as our final sessions may be cancelled or shortened if we finish our agenda early.

Notes:
Rental cars are reimbursable both for those traveling by air and those not wishing to use a personal/county vehicle.
*** To receive the $50/night rate, reference VoteCal/Catalyst by phone or in the comments field online.*
**** Please save ALL receipts for reimbursement purposes.*

VoteCal Discovery Sessions
February 9 – March 11, 2010
Proposed Agenda

Below is the proposed schedule for all five weeks of our Discovery Sessions. We invite and expect you to attend on all days, but understand that personal or county business may require you to miss a day. While we may have some spillover from one day to the next, we intend to abide by this schedule.

Week	Tuesday	Wednesday	Thursday
1: Feb 9-11	• Welcome and Introductions • VoteCal System Overview • VoteCal Requirements Overview • Connecting VoteCal with the County EMS Overview • Use Case/Business Process/Data Orientation	• Topic 1: Voter Registration (part 1) • Topic 4: Data Synchronization	• Recap of Day 2 • Topic 4: Data Synchronization (cont'd) • Topic 3: List Maintenance
2: Feb 16-18	• Recap of Week 1 • Topic 3: List Maintenance (cont'd) • Topic 2: Voter Search • Topic 5: Administration (County Only)	• Recap of Day 1 • Topic 6: Extracts/Lists • Topic 1: Voter Registration (part 2)	• Recap of Day 2 • Topic 7: Correspondence (County Only) • Topic 8: Reports • Topic 9: Survey
3: Feb 23-25	• Recap of Week 2 • Topic 10: Public Access Website	• Recap of all topics • Discuss process for elaboration of use case/ business process documents	• Recap of Day 2 • SOS-only functions (Administration, Correspondence)
4: Mar 2-4	• Recap of Week 3 • High-level Project Plan: • County EMS Remediation Process review • Interim Solution (CalVoter) Lessons Learned	• Topic 1: Voter Registration • Topic 2: Voter Search • Topic 3: List Maintenance •	• Recap of Day 2 • Topic 4: Data Synchronization • Topic 5: Administration • Topic 6: Extracts/Lists • Topic 7: Correspondence
5: Mar 9-11	• Recap of Week 4 • Topic 8: Reports • Topic 9: Survey • Topic 10: Public Access Website	• Recap of all topics • Reserved for spillover	• Reserved for spillover • Next steps

Sample Daily Agenda:

9:00 a.m. – 10:30 a.m.	Session #1
10:30 a.m. – 10:45 a.m.	Break
10:45 a.m. – 12:30 p.m.	Session #2
12:30 p.m. – 1:30 p.m.	Lunch
1:30 p.m. – 2:45 p.m.	Session #3
2:45 p.m. – 3:00 p.m.	Break
3:00 p.m. – 4:30 p.m.	Session #4

All sessions to be conducted at the **Sacramento County Elections Office** (7000 65th St., Sacramento, CA 95823)

VoteCal Discovery Sessions
February 9 – March 11, 2010
Major VoteCal Functions

During the course of the VoteCal Discovery Sessions, we will be reviewing each of the major categories of VoteCal that impact county staff. In order to help you prepare for these sessions, please review the list below for the functions conducted in your county.

For any process that involves a county specific process, please bring sample supporting documents for discussion. This may include:

- County-specific Voter Registration Card,
- Voter Notification Card,
- Poll Book/Roster,
- Statement of Distribution form (tracking voter registration cards issued to other county agencies),
- Information about interfaces to county EMS (e.g. GIS systems),

- Application to view/purchase voter registration data (and associated rates),
- Election preparation calendars,
- Election preparation checklists,
- County business process descriptions,
- Explanation of data captured by EMS (EMS vendors to provide).

1 - Voter Registration
- In-Person / Mail / Internet / DMV (New)
- Rejected Voter Registration
- Manage Pending Applications
- Supervisor Review / Completion
- Resolve Discrepancies (failed verifications)
- Manage Transferred Voters
- Cancel / Inactivate Voter
- Attach Files
- Error Correction
- Misc Updates
- Voter Accessibility Needs
- Voter Contact / Attempted Contact
- Manage Merged Voters
- Split Record

2 – Voter Search
- Lookup / Research Voter

3 - List Maintenance
- Periodic Clean-up (Death, Felon, Duplicates)
- Address Management (incl. DMV COA, NCOA)
- Out-of-State Transfers
- Oversight and Monitoring

4 - Data Synchronization
- Vote by Mail (VBM)
- Redistricting
- Voter History
- Synchronizing county EMS with VoteCal

5 - Administration
- Political Party Tracking
- Affidavit Issuance Tracking
- Add/Edit Organization
- Modify print notification
- Adjust Preferences (incl. match settings)
- Update mailer formats
- Update report formats
- User Account Mgmt
- Security Role Mgmt
- Online Help

6 - Extracts/Lists
- Poll List / Roster
- Prepare List / Print Labels
- Public purchase of Voter Registration data
- Potential juror lists

7 - Correspondence
- Investigate Voter / Voter Record
- 8(d)(2)
- Residency Confirmation Postcards
- Voter Notification Cards

8 - Reports
- UOCAVA
- EAC
- NVRA
- Voters by County / Party
- Ad Hoc
- Other

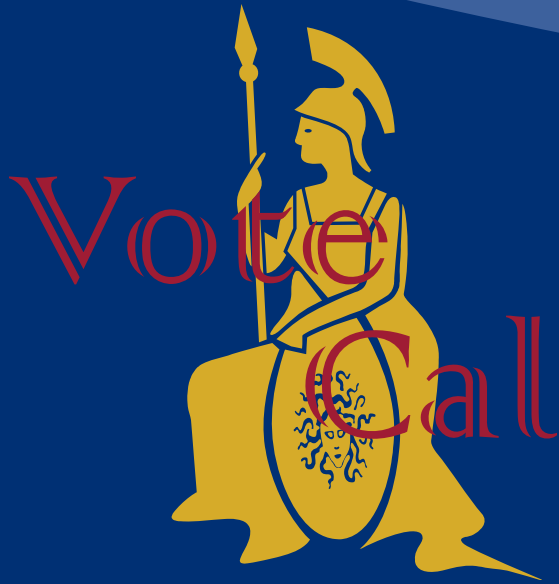**9 - Survey**
- Report of Registration

10 - Public Access Website
- Check Precinct Info / Location
- Check VBM Status
- Check Provisional Ballot Status
- Check Voter Registration Status
- Opt-out of Voter Information Guide (self)
- Online Voter Registration (opt.)

VoteCal Statewide Voter Registration System Project

Discovery Session Orientation

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VoteCal Design Phase Overview

- The VoteCal Project is currently in the Design Phase, which is scheduled to complete in Summer 2010. At the end of the Design Phase, the Catalyst team will have a set of design documents to use for system development.

- During the Design Phase, the VoteCal team will meet with counties and EMS Vendors to collect input to the design documents.
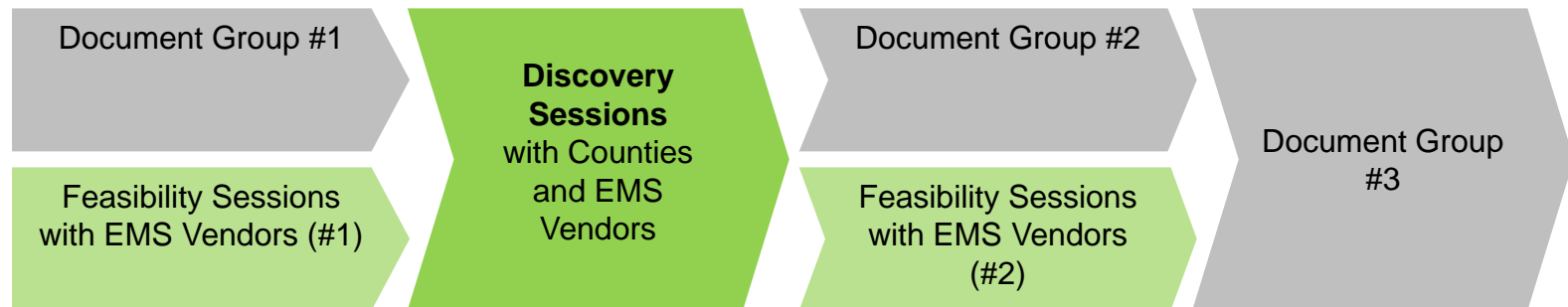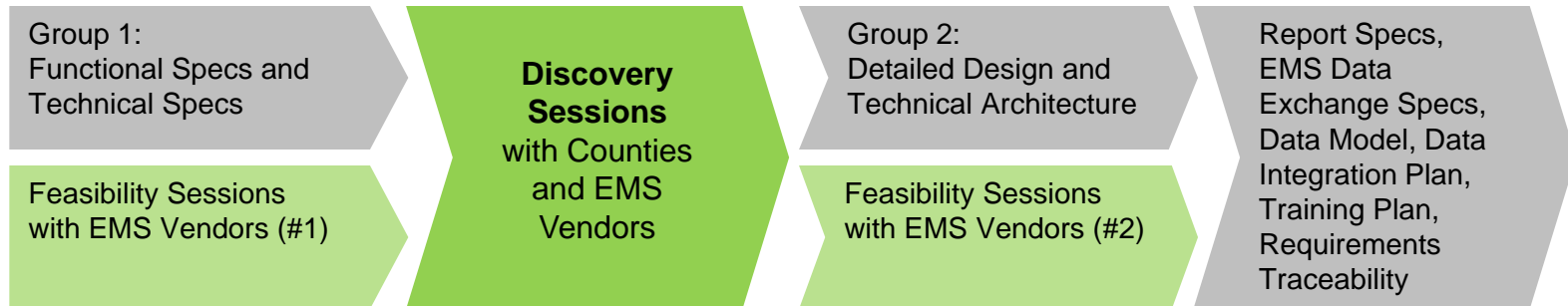
County Participation – Critical to Success

- The sole goal of the VoteCal Project is to have and use a HAVA compliant statewide voter registration database. The following functionality is key:
  - An Official Voter Registration List
  - Uniformly Applied Voter Registration Laws
  - Improved Public Access to Specific Information

  > We understand that our success in meeting these goals depends on **counties embracing the VoteCal solution** (including your local remediated election management system).

- Before you can embrace and feel ownership of VoteCal, you must first understand what's planned and have the opportunity to shape how it is built.
- Our goal for the Discovery Sessions is to recap the VoteCal requirements, update you on how we propose to meet those requirements, and collect your input on the high-level design.
- There will be continued opportunities for involvement throughout the project lifecycle, focused on earning your buy-in to the final product.

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Connecting Discovery Sessions to Design Documents

Group 1: Functional Specs and Technical Specs	Discovery Sessions with Counties and EMS Vendors	Group 2: Detailed Design and Technical Architecture	Report Specs, EMS Data Exchange Specs, Data Model, Data Integration Plan, Training Plan, Requirements Traceability
Feasibility Sessions with EMS Vendors (#1)		Feasibility Sessions with EMS Vendors (#2)	

- We have completed the first set of design documents: Functional Specifications and Technical Specifications.
  - Several key sections of these documents will be used for Discovery Sessions: Business Process maps, Use Cases, and Data Lists.
- The feedback and input collected in the Discovery Sessions will in turn be incorporated into the remaining sets of design documents.
  - Specifically, the Detailed Design, EMS Data Exchange Specifications, and Training Plan will be influenced.

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Business Process, Use Case, Data List Overview

Discovery Sessions will use three types of documents as
the main materials:
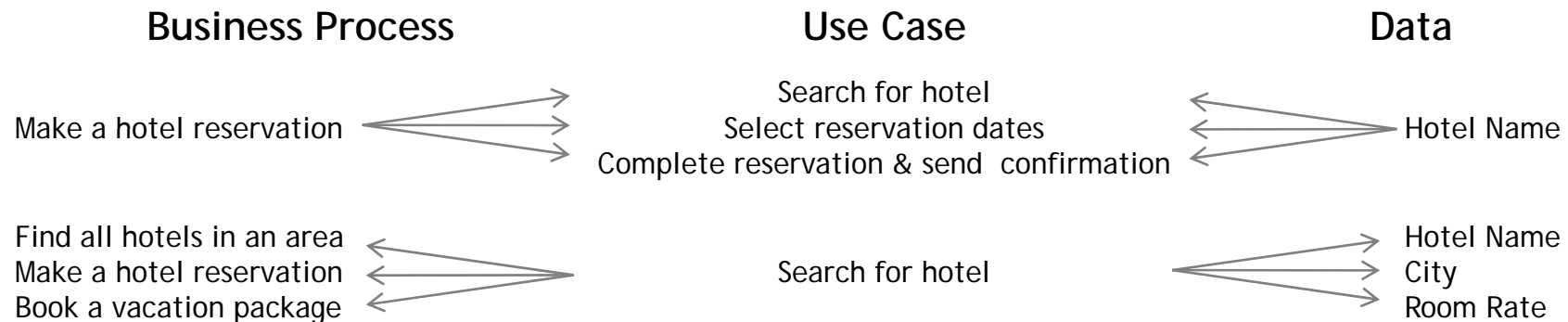**business process maps, use cases, and data lists.**

We realize these document types may not be familiar to county staff, so we have
created this orientation document to introduce them. We will also review this
presentation on the first day of the Discovery Sessions.

- **Business Processes**: defines a workflow from beginning-to-end that may involve
  multiple system functions (use cases). Provides context to the use cases.
- **Use Cases**: defines the distinct functions that the VoteCal System will perform
  from the perspective of a user interacting with the system
- **Data Lists**: identifies the data elements involved in a use case. Describes the data
  element, lists possible values, and identifies limits/characteristics of the data
  values.

How are these documents related?

- There is NOT a one-to-one relationship between Use Cases, Business Processes, and Data
- The one-to-many relationships can go both ways:

Business Process	Use Case	Data
	Search for hotel	
Make a hotel reservation	Select reservation dates	Hotel Name
	Complete reservation & send confirmation	
Find all hotels in an area		Hotel Name
Make a hotel reservation	Search for hotel	City
Book a vacation package		Room Rate

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Functionality Categories

The functionality for VoteCal has been divided into ten categories. The categories are listed below, along with representative functions from that category.

1 - Voter Registration	2 – Voter Search	3 - List Maintenance	4 - Data Synchronization	5 - Administration
• In-Person / Mail / Internet / DMV (New) • Rejected Voter Registration • Manage Pending Applications • Supervisor Review / Completion • Resolve Discrepancies (Failed IDV) • Manage Transferred Voters • Cancel / Inactivate Voter • Attach Files • Error Correction • Misc Updates • Voter Accessibility Needs • Voter Contact / Attempted Contact • Manage Merged Voters • Split Record	• Lookup / Research Voter	• Periodic Clean-up (Death, Felon, Duplicates) • Address Management (incl. NCOA) • Out-of-State Transfers • Oversight and Monitoring	• Vote by Mail (VBM) • Redistricting • Voter History • Independent County List Verifications	• Political Party Tracking • Affidavit Issuance Tracking • Add/Edit Organization • Modify print notif • Adjust Preferences (incl. match settings) • Update mailer formats • Update report formats • User Account Mgmt • Security Role Mgmt • Online Help

6 - Extracts/Lists	7 - Correspondence	8 - Reports	9 - Survey	10 - Public Access Website
• Poll List / Roster • Prepare List / Print Labels • PVRDR • Jury Wheel Extracts	• Investigate Voter / Voter Record • 8(d)(2) • RCP / ARCP • CAN	• UOCAVA • EAC • NVRA • Voters by County / Party • Ad Hoc • Other	• Report of Registration	• Check Precinct Info / Location • Check VBM Status • Check Provisional Ballot Status • Check Voter Registration Status • Opt-out of VIG (self)

During the Discovery Session, we will organize our discussions of
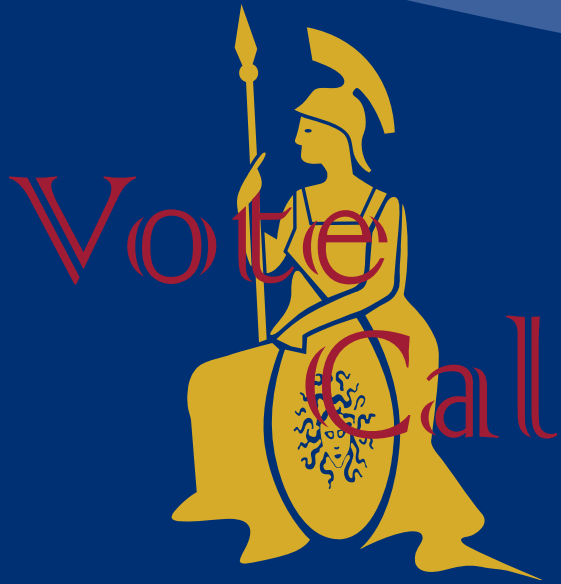Business Processes, Use Cases and Data according to these ten categories.

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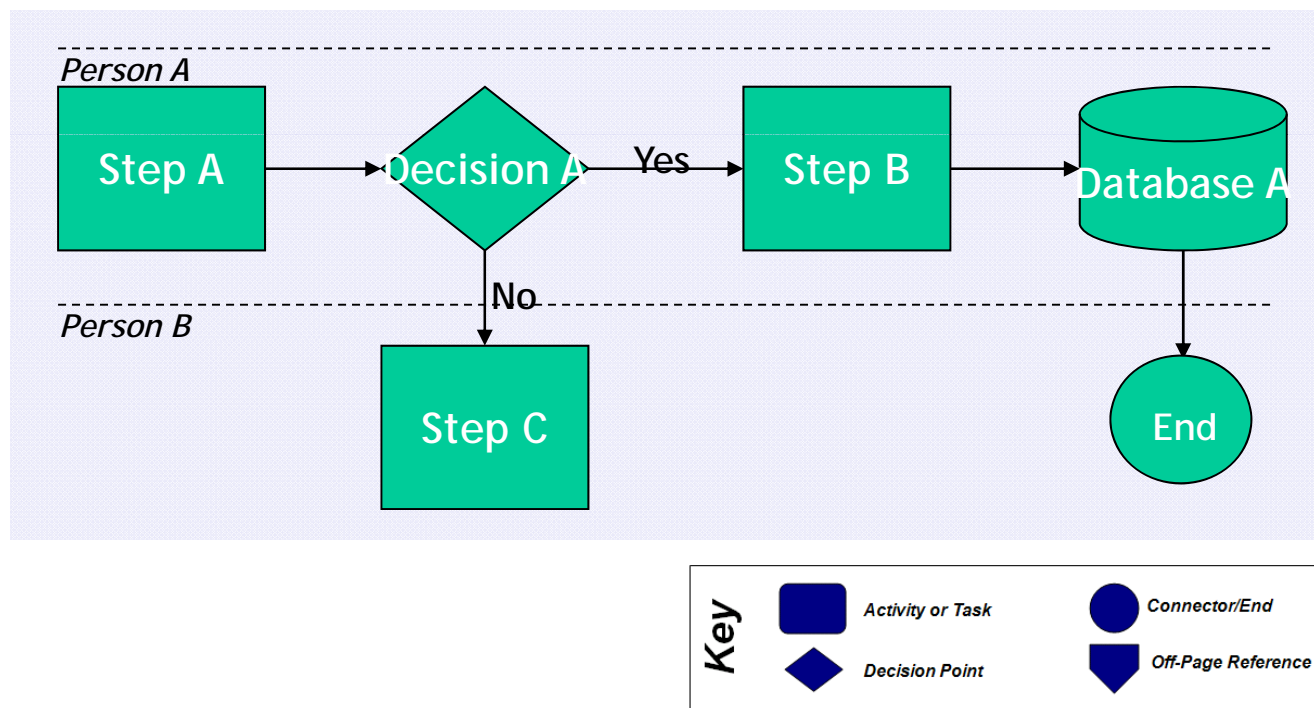Consulting Group, Inc.

Business Process Maps

Overview of Business Processes

- Reviewing processes provides a framework for discussing system functions and associated data needs.

- Provides an opportunity to identify non-system issues that will affect implementation (i.e., business policies, issues, etc.)

- Helps develop the "scenarios" from which training, test cases, and other activities can be developed.

- Business Processes may be documented in business process maps, as shown on the following pages, or may be a simpler written description of the steps involved.

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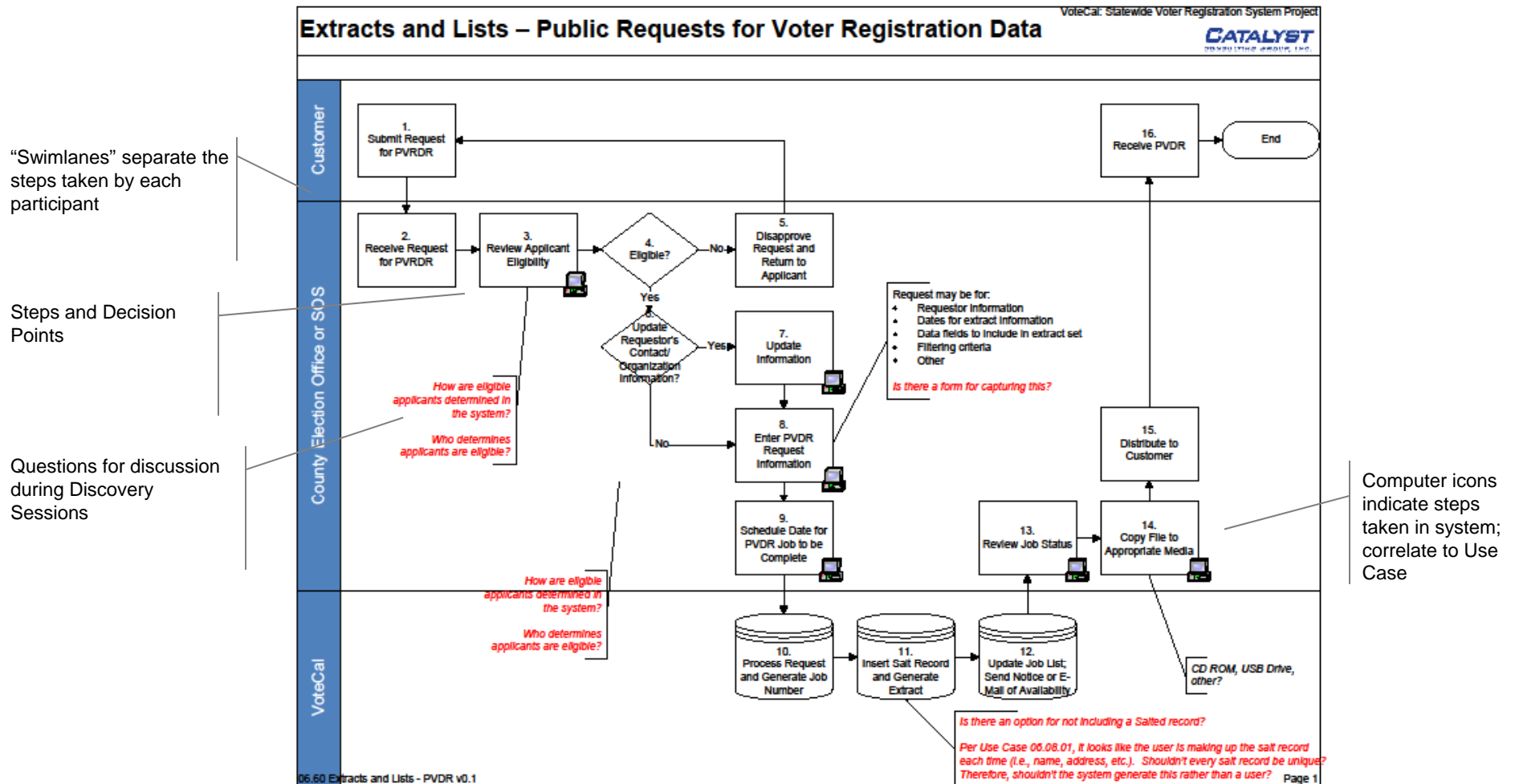# Process Overview

- A process is a sequence of steps or tasks that produces a service or product for a customer(s)

Anatomy Of A Business Process Map

"Swimlanes" separate the steps taken by each participant

Steps and Decision Points

Questions for discussion during Discovery Sessions

Computer icons indicate steps taken in system; correlate to Use Case

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Key Terms

- **As-Is Process** – The current (as it happens pre-VoteCal) sequence of tasks or steps by which the voters are registered and elections managed.

- **To-Be Process** – A redesigned sequence of tasks or steps by which the voters are registered and elections managed once VoteCal implemented. Sometimes referred to as a redesigned process.

- **Business Issue** – An identified issue that affects the VoteCal application and its development.

- **Business Rule** – A policy defined by management or law that mandates how specific business activities are to be conducted.

- **Triggers** - Events, either internal or external, which compel the onset of a process

- **Inputs** - Any information/ documentation required to begin a process

- **Output** - Results of completed processes

- **Participants** - Individuals whose participation is required to complete a process

- **Activities** - Tasks or steps involved in the completion of a process

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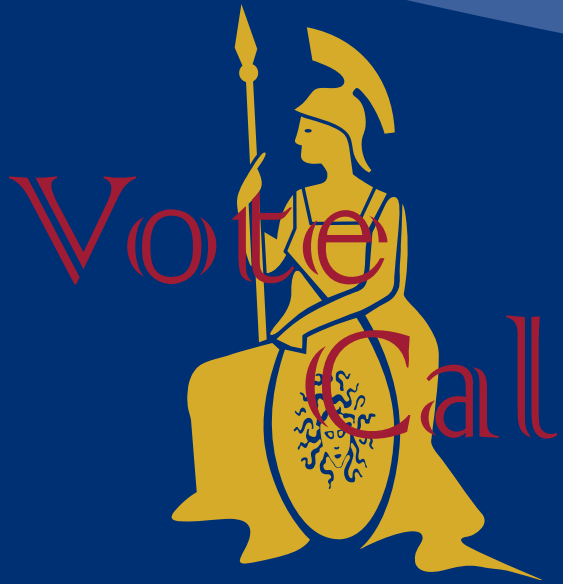
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Use Cases

Overview of Use Cases

- Use cases are a standard design artifact in the Unified Process.

- Use cases reflect the system functions conducted through the VoteCal System (VoteCal, County EMS, and Public Web Site). The universe of use cases will represent all of the functions that the VoteCal System will provide.

- A use case describes a series of actions, presented step-by-step at a high level using a ping pong approach (user-to-system, system-to-user), that provide value to an actor.

- Use cases are a central point of connection between business rules, data formats, user interface design, and class diagrams.

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Anatomy of a Use Case

Title: Specifies the number and name of the use case

Description: Summarizes the system function covered by the use case

Trigger: Describes the actors intent… the reason for invoking the use case.

Precondition: Define all the conditions that must be true before the use case can begin.

Normal Flow: The primary sequence of actions that can be performed on the system and the system's responses. Typically the aspects of the scenario that are always executed.

Requirements: References the specific system requirements that are addressed by the use case.

Actors: Someone or something outside of VoteCal, such as a user or external system, that interacts with the system.

System: Documents the system (VoteCal, County EMS, Public Web Site) to which the use case pertains.

Postcondition: Define all the conditions that are guaranteed to be true, i.e., the change in state of the system, when the use case ends.

Use Case: UC06.08.01 / Create or Modify PVRDR Salt Record

Attribute	Details
System Requirements:	S26.7 VoteCal must include the ability for authorized SOS administrators to insert one or more fictional registration records into each PVRDR extract to "salt" the data extract so that improper use of the data can be traced to the particular PVRDR data release.
Description:	User creates and modifies fictional "salt" records that can be inserted into PVRDR extracts.
Actors:	SOS User
Trigger:	User initiates the use case when there is a need to create a "salt" record for PVRDR extracts. Salt records can be re-used for multiple PVRDR extracts.
System:	VoteCal Web Application
Preconditions:	▪ User has been authenticated and has appropriate authority to execute process.
Post conditions:	▪ A *Salt Record* will be created or modified.

Normal Flow:	1. User accesses the Organizations Management area of the system.
	2. User selects "Create PVRDR Salt Record".
	3. System presents *UI85.1 Create PVRDR Salt Record* screen.
	4. User enters information for a fictitious *Salt Record*, including (* required):
	  ▪ Name*
	  ▪ Address*
	  ▪ City*
	  ▪ State*
	  ▪ Zip Code*
	  ▪ Phone Number

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Anatomy of a Use Case (Continued)

Attribute	Details
	▪ Salt Record Description 5. User saves work. 6. System validates that no business rules (see below) are violated, then stores data. 7. System presents message confirming success.

Alternative Flows:	2a User needs to modify an existing salt record
	    2a.1 User selects "Modify PVRDR Salt Record".
	    2a.2 System presents *UI85.2 Modify PVRDR Salt Record*
	    2a.3 System queries for all existing **Salt Records** and presents them to the user.
	    2a.4 User selects the **Salt Record** they want to modify by issuing edit command.
	    2a.5 System queries the **Salt Record** that the user selected and presents the details to the user.
	    2a.6 User modifies the information in the Salt Record, including (* *required*):
	      ▪ Name*
	      ▪ Address*
	      ▪ City*
	      ▪ State*
	      ▪ Zip Code*
	      ▪ Phone Number
	      ▪ Salt Record Description
	    2a.7 User saves work.
	    2a.8 System validates that no business rules (see below) are violated, then stores data.
	    2a.9 System presents message confirming success.

Exceptions:	6a User enters invalid information
	    6a.1 System presents validation error message.
	    6a.2 Go back to Step 4.
	2a User enters invalid information (NOTE. This for Alternative Flow

Alternate Flow: Alternate steps that can occur during execution of the use case. Typically the aspects of the scenario that are conditionally executed or optional.

Exceptions: Anticipated error conditions that may be encountered during the execution of the use case.

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Anatomy of a Use Case (Continued)

Includes: Other use cases that this particular use case can invoke.

Priority: Reserved for future use. Intended to indicate:
1) Required for EMS Integration
2) Required for Pilot
3) Required for Deployment
4) Required Public Web Site

Business Rules: Documents the business rules that are applicable to the use case.

Notes and Issues: Documents any outstanding notes or issues that require further research or discussion.

References: Other documents design artifacts (besides use cases) that this use case makes reference to.

Frequency of Use: Indicates the expected frequency for the use case scenario.

Assumptions: Documents any assumptions that apply to the content of the use case.

Attribute	Details
	Step 2a) 2a.1 System presents validation error message. 2a.2 Go back to Step 2a.6.
Includes:	
References:	UI06.001 Create PVRDR Salt Record UI06.002 Modify PVRDR Salt Record
Priority:	Normal
Frequency of Use:	TBD. This will likely depend on the number of *PVRDR Requests* to process.
Business Rules:	• A *Salt Record*, once created, may be associated with more than one *PVRDR Extract*. • A *PVRDR Extract* includes the contents of a *Salt Record* at the time the extract was generated. Modifying an associated *Salt Record* after a *PVRDR Extract* is generated does not affect the contents of the extract.
Assumptions:	• The business rule about being able to associate *Salt Records* with multiple PVRDR extracts is an assumption.
Notes and Issues:	• Verify with SOS that *Salt Records* may be associated with more than one *PVRDR Extract*. The use case may need to be revised if this assumption is incorrect. • *PVRDR Requests* can be processed by SOS *and* counties. Shouldn't county users also be allowed to create and modify *Salt Records*? • More fictitious information for a *Salt Record* may need to be stored, such as Date of Birth, Gender, Political Party, SSN4, etc. • Ask SOS about the expected frequency of this use case.

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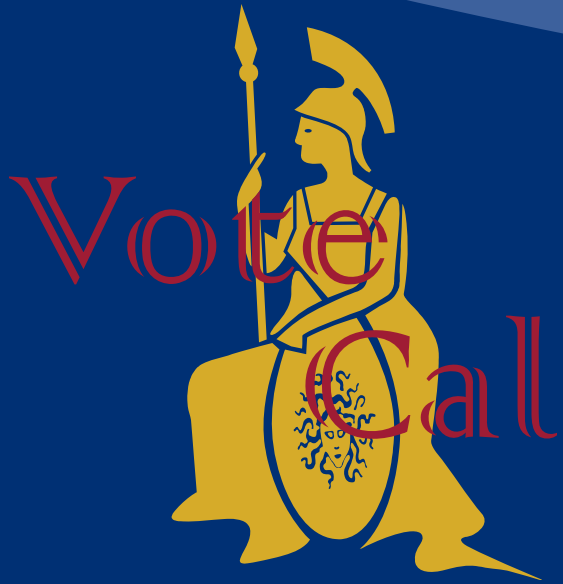CONSULTING GROUP, INC.

Anatomy of a Use Case (Continued)

Revision History: Document revision history

Revision History

Date	Document Version	Document Revision Description	Revision Author
12/15/2009	0.1	Initial Draft	Victor Vergara
01/06/2010	0.2	Document Revisions	Victor Vergara
mm/dd/yyyy	1.0	Release to SOS	{name}
mm/dd/yyyy	1.1	Incorporate SOS Feedback	{name}
mm/dd/yyyy	2.0	Submit to SOS for Review	{name}
mm/dd/yyyy	2.1	Incorporate SOS Feedback	{name}
mm/dd/yyyy	3.0	Submit to SOS for Approval	{name}

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Data Lists

Overview of Data Lists

- Data Lists are grouped by a data table, or group of related data tables.

- The focus is on how VoteCal data elements connect to existing data elements in current county EMS's. We will discuss opportunities for standardization and/or translation.

- Discovery Sessions will not discuss every data element; our focus will be on identifying limits.

- These discussions will inform the EMS Data Exchange Specifications and the Data Integration Plan.

Data List: State Voter

Attribute	Type	Size	Required	Comments
Unique Identifier	Alpha	24	Yes	Unique constraint – system generated identifier that uniquely identifies each voter in the system
First Time Voter	Logical	N/A	Yes	Yes/No
ID Requirement Satisfied	Logical	N/A	Yes	Yes/No
Requirement Exemption	Code Table	N/A	No	References a list of valid values
Signature	Image	N/A	No	
Accessibility Code	Code Table	N/A	No	References a list of valid values
Confidentiality Code	Code Table	N/A	No	References a list of valid values
Language Code	Code Table	N/A	No	References a list of valid values
Party	Code Table	N/A	No	References a list of valid values
State	Code Table	N/A	No	References a list of valid values
Registration	Code Table	N/A	No	References a list of valid values
Local Voter Identifier	Numeric	4	No	
Status	Alpha	1	Yes	
First Name	Alpha	48	Yes	
Middle Name	Alpha	48	No	
Last Name	Alpha	48	Yes	
Alternate Name	Alpha	48	No	
Name Suffix	Code Table	N/A	No	References a list of valid values
Date of Birth	Date	N/A	No	mm/dd/yyyy
Gender	Alpha	1	No	
Place of Birth	Alpha	512	No	
ID Number	Alpha	24	No	
SSN4	Numeric	4	No	
Confidential	Logical	N/A	Yes	Yes/No
Confidentiality Application Date	Date		No	mm/dd/yyyy

Code	Name	Description
<null>	Blank or None	Blank or None
JR	Junior	Junior
SR	Senior	Senior
I	1st	First
II	2nd	Second
III	3rd	Third
IV	4th	Fourth
V	5th	Fifth
VI	6th	Sixth
VII	7th	Seventh
VII	8th	Eighth
IX	9th	Ninth
X	10th	Tenth